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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Joseph Philip Bigus et al.

Serial No.: 10/021,203

Date: March 14, 2002

Filed: October 30, 2001

Group Art Unit: 2185

For: PRODUCT SUPPORT OF COMPUTER-  
RELATED PRODUCTS USING  
INTELLIGENT AGENTS

Examiner: Unknown

Assistant Commissioner for Patents  
Box Missing Parts  
Washington, D.C. 20231

Sir:

### LETTER

In response to the Notice To File Missing Parts of Application mailed January 23, 2002, enclosed herewith is a Declaration executed by the inventors, whose signatures did not appear on the Declaration as originally filed.

Authorization is hereby given to charge any fees, including fees under 37 CFR 1.16(e), to Deposit Account 09-0465. A duplicate copy of this letter is enclosed along with a copy of the Notice.

I hereby certify that this  
correspondence is being deposited  
with the United States Postal  
Service as first class mail in an  
envelope addressed to: Assistant  
Commissioner for Patents, Box  
Missing Parts, Washington, D.C.  
20231, on

March 14, 2002

(Date of Deposit)

Grant A. Johnson

Respectfully submitted,

By:

Grant A. Johnson

Attorney Reg. No.: 42,696

IBM Corporation, Dept 917

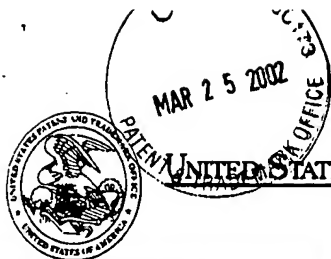
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Docket No.: ROC920010146US1

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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
10/021,203	10/30/2001	Joseph Philip Bigus	IBM / 201

CONFIRMATION NO. 1374

FORMALITIES LETTER



\*OC000000007346221\*

WOOD, HERRON & EVANS, L.L.P.  
2700 Carew Tower  
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Cincinnati, OH 45202

Date Mailed: 01/23/2002

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(l) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 130.**

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*A copy of this notice MUST be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE